

GoTo Connect - Complete Installation & Configuration

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Installation

Licensing

The system must have a non-zero number of Autodialer lines.

MWC

Web.config

Set the JiveClientId. This is the Client ID assigned to the customer from Jive (<https://developer.logmeininc.com/clients>).

Set the JiveRedirectUri. This is set up in the Jive administration (<https://developer.logmeininc.com/clients>). It should be your base URL/landing page. For example, mine is .

API

Web.config

Set the JiveClientSecret. This is the Client Secret assigned to the customer from Jive when setting up an OAuth Client (<https://developer.logmeininc.com/clients>).

Firewall

MWC users will need to be able to reach <https://api.jive.com> and <https://realtime.jive.com>.

API will need to be able to reach <https://authentication.logmeininc.com>.

Integration/Configuration

Introduction

GoTo Connect is a cloud-based phone system. We integrate it on the client-side, only in MWC, and only for Manitou Users.

Authentication

We use an [Authorization Code Grant Flow](#) to communicate with the GoTo Connect service.

1. Manitou user logs in.
2. Check for the GoTo Connect token in user settings. If they exist and they haven't expired, go to step 6; else, go to step 3.
3. Ask the user if they want to redirect to GoTo Connect to get a token. If yes, go to step 4; else, go to step 7.
4. Redirect to the GoTo Connect authorization URL. The authentication server prompts the user to authenticate using their credentials, if they are not already authenticated, and proceeds to prompt the user to accept the scopes requested in the URL. Upon successful authentication and approval of the requested scopes, the authorization server redirects the user's browser to the redirect URI {REDIRECT_URI} provided in the request, with the authorization code added as a query parameter. (<https://developer.goto.com/GoToConnect/#section/Obtaining-an-Access-Token/Authorization-Code-Grant>)
5. If the user has logged into GoTo Connect successfully, the user will be redirected back to the Manitou page's landing page. We extract the authorization code from the URI and exchange it for an access token.
6. Set up a timer that will automatically refresh the token so it doesn't expire.
7. Continue logging into Manitou.

Dialer Setup

In MWC, Dialer, click on the gear to configure the dialer. In the list of TAPI devices, you should see the extension(s) listed for your GoTo Connect user. Select the one you want to use and click Done. If you have already done this setup previously, then the extension you chose previously will already be populated, and this step is unnecessary.

Monitoring The Extension

Once the extension is selected, MWC creates a session, a web socket, and a subscription to the selected extension with GoTo Connect. This is how we get notifications about the state of the extension. We ignore inbound calls. We also ignore outbound calls that were programmatically initiated.

Dialing

When you autodial, MWC sends a dial request to GoTo Connect on behalf of your extension. This is what happens:

1. Your (soft) phone rings.
2. Answer your phone.
3. GoTo Connect then dials the number MWC sent.
4. If connected, MWC will show that the state is connected.
5. When you or the end-user hangs up, MWC will show that the state is disconnected.
6. If there was an error initiating the call with GoTo Connect, MWC will show the state error (see Jive Credential Management below).

Hanging Up

GoTo Connect's API doesn't currently support hanging up a call. You will have to wait for the end user to hang up, hang up your physical phone manually, or click the hang-up button in the soft phone.

Sending Digits

MWC supports sending a contact's extension as DTMF digits after the call is connected so that the operator doesn't have to manually enter them. GoTo Connect's API doesn't currently support sending DTMF digits after a call is connected.

GoTo Connect Credential Management

If you have the GoTo Connect integration, there are two new options in the Tools menu: Get Jive Credentials and Clear Jive Credentials.

Get Jive Credentials will redirect you to the Jive Authorization URL as noted in step 4 in the Authorization section above. NOTE: after Jive redirects back to Manitou, you will be navigated back to the dashboard or whatever your regular landing page is. Anything you had open previously will not be reopened, and you will lose any changes you had made but not saved before redirecting to Jive.

Clear Jive Credentials will clear your GoTo Connect credentials out of MWC and the user's settings. Your Jive autodialing will not work until you log in to MWC again and get new credentials or you use the Get Jive Credentials menu option. NOTE: Even if your Jive credentials don't work, MWC will still log calls to history properly.
